



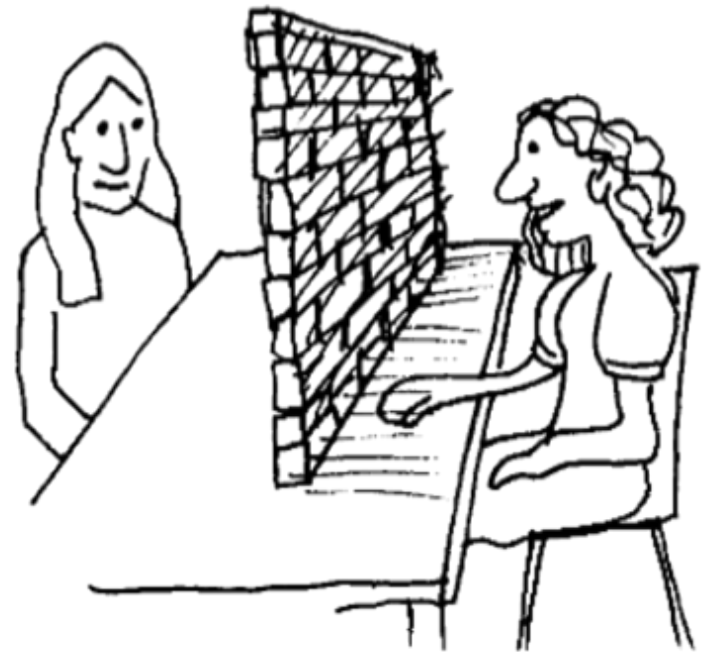
Communication Skills

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Mistakes in the Workplace?



“70% of mistakes that occur in the workplace are a direct result of poor communication”





What is Poor Communication?

Poor listening skills
Poor speaking skills



Consequences of Poor Communication ?

How to Avoid Poor Communication?

6 C's

- Clear
- Concise
- Correct
- Complete
- Courteous
- Concrete

7 Positive Principles of Communication

- Soften 'You's
- Focus on the solution
- Turn "can't" into can
- Take responsibility
- Say what you want and not want you don't want.
- Focus on the future
- Share information



**Gather Good Information with your
EARS**

EARS

- E – Explore by questions
- A – Affirm to show you are listening
- R – Reflect your understanding
- S – Silence, listen some more





Everything we do is communication.

The way the message is delivered affects the way the message is received.

The real communication is the message received, not the message intended.



- Effective communication –
productive relationship – good
workplace – **successful
business**